

## View Message

<b>Sent on</b>	10	21	2019	<b>Expires on</b>	01	18	2020
<b>From</b>	AHM Warranty						
<b>Subject</b>	Warranty Extension/Paint Bulletins						

**BACKGROUND**

On August 29, 2019, American Honda launched one revised, and one new Warranty Extension paint bulletin. Please review the following summary of requirements within these bulletins and share with the appropriate staff to ensure proper claim submission.

**REQUIREMENTS**

To make sure each claim is properly processed the following requirements must be met:

- DPSPM must authorize the repair prior to any work being performed.
- To request authorization, send a ProFirst Certified Body Shop estimate and close up photos of each affected panel to your DPSPM. Review service bulletin 10-001 for specific requirements on photos for warranty paint repair claims.
- Sublet repairs must be performed by a ProFirst Certified Body Shop.
- Clear photos must be submitted to show the overall affected area, close up photos to illustrate the defect on each affected panel, and the door jamb label showing the VIN.
- A copy (.pdf file preferred) of the ProFirst Certified Body Shop **final invoice** must be submitted with the claim. Preliminary estimates are unacceptable.
- **NOTE:** Claim submissions that do not meet the above requirements will be subject to debit.

**REFERENCES**

- Warranty Extension: B19-029 White Diamond Pearl Paint
- Warranty Extension: B19-033/ B-588P Obsidian Blue Pearl or Fathom Blue Pearl Paint

We appreciate your cooperation. Thank you.

Warranty Operations